

## **SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE DEPARTMENT OF PUBLIC SAFETY**

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Utah Department of Public Safety, Driver License Division ("the Agency") and Utah.gov ("the Network"), the state electronic government portal managed for the state by Utah Interactive LLC. ("Network Manager") as an initiative of the State of Utah, adding the Agency transactions or services to the Network.

### **AGREEMENTS**

1. Access By the Network Manager The Agency authorizes the Network Manager to access electronic information contained in the Department of Public Safety, Driver License Division Database to create electronic transaction services, in accordance with this Agreement. The descriptions of these services are as follows:
  - a. Utah Interactive in accordance with the agency and legislative requirements will develop a Motor Vehicle Record ("MVR") citation monitoring service to enable qualified requesters to upload a file with a name, Utah driver's license or driving privilege card number ("DLN") and date of birth. The requester will receive a yes/no response that indicates whether a reportable moving violation has been entered on the driver's record during the previous month. A qualified requester is an insurer as defined under Title 31A, Chapter 1, Section 301, or a designee of an insurer, for purposes of assessing driving risk on the insurer's current motor vehicle insurance policyholders.
  - b. Utah Interactive will provide an address verification service in accordance with the agency and legislative requirements to allow qualified requesters to input a name, Utah driver's license or driving privilege card number (DLN) and resident address. The requester will receive a list of names and driver license or driving privilege card numbers of licensed drivers living at the requested address. A qualified requester is an insurer, insurance support organization, or a self-insured entity, or its agents, employees, or contractors that issues any motor vehicle insurance under Title 31A, Chapter 22, Part 3, Motor Vehicle Insurance, for use in connection with claims investigation activities, antifraud activities, rating, or underwriting for any person issued a license certificate under Title 53 Chapter 3.
  - c. Utah Interactive will provide a driver's license/identification card verification service in accordance with agency and legislative requirements to allow qualified requesters to input a name, Utah driver license or driving privilege card number (DLN) or Utah identification card number, and date of birth. The requester will receive a yes/no validation and if requested a digitized photo if available. A qualified requester is a depository institution as defined Under Title 7, Chapter 1, Section 103, Definition of Depository institution.
2. Record Classification and User Access The Agency represents to the Network Manager the record classification: Private

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

This application will reside on a secure server that uses Secure Socket Layer (SSL) that will encrypt data transmission between the server and the User's system. Access to the data will be limited to only qualified requesters and will require authentication upon access.

3. Record Access and Computer Programs. The Network Manager shall be responsible for paying all costs and expenses necessary to establish access to Driver License Division records and providing transaction services to Users and Administrators, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Agency computer programs. Computer programs used by the Network Manager shall:
  - a. Protect information from unauthorized access;
  - b. Provide access to records to Administrators and authorized Users on a timely basis in an accurate, understandable and logical format acceptable to the Agency;
  - c. Be prototyped by the Network and be tested by the Network Manager and the Agency, and approved before it is offered to the authorized Users.
4. Subscriber Agreements/Contracts. The Network Manager shall obtain initial written agreements/contracts from all Subscribers/Contractors. By signing the agreements/contracts, the requester agrees that they will comply with any other applicable federal or Utah laws, regulations, or policies relating to record use and confidentiality. Such agreements/contracts shall be maintained by the Utah Department of Public Safety, Utah Driver License Division.
5. Use messages. If required by the agency, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
6. Transaction Logs. The Agency shall have access to the Network's Transaction Log for the purpose of auditing the collection and dissemination of the Agency's records. Unless otherwise specified by Utah State DPS, this Log shall contain the following data: User/Subscriber/Contractor name, transaction data, transaction identification number and time and type of inquiry and in a format acceptable to the Agency.
7. Payment and Collection.

A transaction fee will be assessed to every qualified requester transaction. Network Manager will be responsible for recording and billing transactions on a monthly basis according to the fee schedule below. The Network Manager, for the identified transactions, may charge no additional amounts without the prior written agreement of the Agency and the Network. Upon the generation of the monthly billing cycle, all funds due the Agency shall be tendered to the Agency according to parameters defined by statute. Network Manager will have authority to initiate collection activities to recover funds from the system subscribers for each transaction. The Network Manger hereby represents to the Agency, that the following charges will fairly and reasonably recompense the Network Manager.

Project	Total Transaction Fee	Network Manager Charge/Transaction Fee
a) Citation Monitoring Service	\$0.12	\$0.06
b) Address Verification Check	\$5.00	\$2.00
c) ID Verification	\$1.50	\$0.75
d) ID Verification Photo Add-on	\$0.50	\$0.25

7. Records and Finances. All Network documents and records maintained by the Network Manager relating to the Agency records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
8. Efficiency Gain Calculation. The Agency will establish a baseline cost for the processing of payments both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

Funding Source. The Agency affirms that no federal funds are being used to finance this project.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

The Agency, Utah Department of Public Safety

By Nannette Rolfe  
Nannette Rolfe, Director

Date 12.20.06

The Network Manager, Utah Interactive, LLC

By Carrie A. Gott  
Carrie A. Gott, General Manager

Date 1/5/07

The Network

By Jolee Olsen  
Jolee Olsen, Business Services Manager, *Director for*  
Utah Department of Technology Services

Date 1/5/07